



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
 United States Patent and Trademark Office
 Address: COMMISSIONER FOR PATENTS
 P.O. Box 1450
 Alexandria, Virginia 22313-1450
 www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 3849

SERIAL NUMBER 10/674,562	FILING OR 371(c) DATE 09/30/2003 RULE	CLASS 379	GROUP ART UNIT 2614	ATTORNEY DOCKET NO. 3655/0303PUS1
------------------------------------	---	---------------------	-------------------------------	---

APPLICANTS

George W. Erhart, Pataskala, OH;
 Andrew D. Flockhart, Thornton, CO;
 Valentine C. Matula, Granville, OH;
 David Skiba, Columbus, OH;

**** CONTINUING DATA******* none *W***** FOREIGN APPLICATIONS******* none *W***IF REQUIRED, FOREIGN FILING LICENSE GRANTED****** 12/20/2003**

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY OH	SHEETS DRAWING 1	TOTAL CLAIMS 18	INDEPENDENT CLAIMS 2
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance				
Verified and Acknowledged	Examiner's Signature <i>W</i>	Initials <i>X</i>		

ADDRESS

47827

TITLE

Estimation of expected value for remaining work time for contact center agents

FILING FEE RECEIVED 750	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees
		<input type="checkbox"/> 1.16 Fees (Filing)
		<input type="checkbox"/> 1.17 Fees (Processing Ext. of time)
		<input type="checkbox"/> 1.18 Fees (Issue)
		<input type="checkbox"/> Other _____
		<input type="checkbox"/> Credit